

Hospital Turnaround Times Emergency Services



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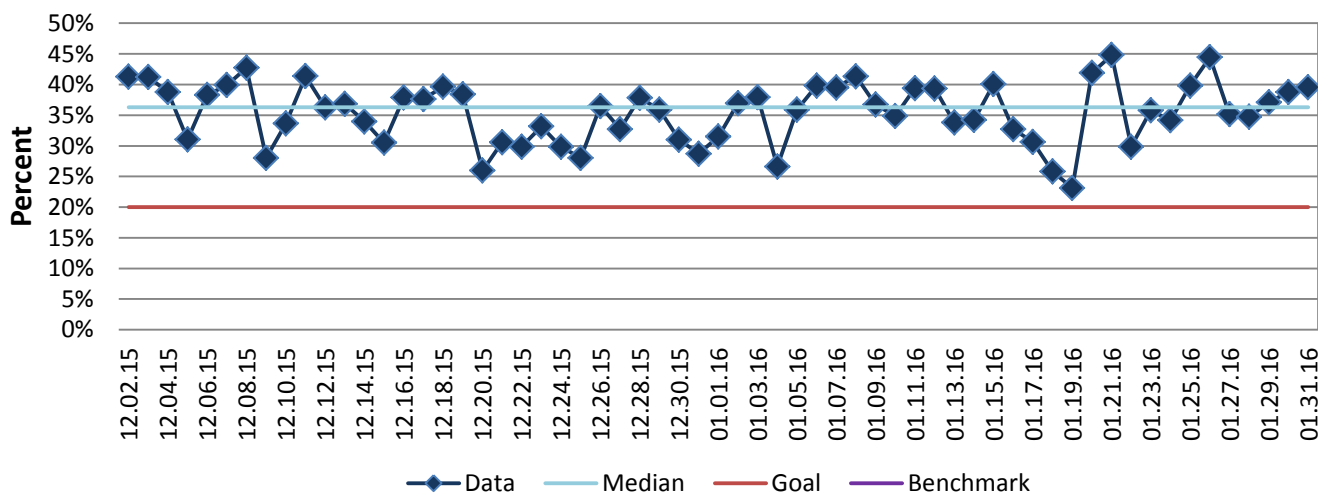
Process: Unit Availability from Hospital

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 854 avg weekly defects (3/13-6/13) Current: 542 avg weekly defects (12/15-1/16) Goal: No more than 20% of Downtimes exceed 30 minutes Benchmark: N/A	Data Source: CAD Goal Source: Dept Leadership Team Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of times an EMS unit clears from the hospital within 30 minutes divided by the total number of transports Why Measure: Increase available units, reduce response times Next Improvement Step: Reinstate increased monitoring of lowest performing units for Hospital Downtimes

How Are We Doing?

01.01.16-01.31.16 1 Month Goal	01.01.16-01.31.16 1 Month Average		01.31.16 Goal	01.31.16 Actual	
20%	36%		20%	40%	
Percent	Percent		Percent	Percent	

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Hospitals with Downtimes Exceeding 30 Minutes by Percentage (2015)

